

DETAILED ACTION

Status of Claims

1. This action is responsive to amendment filed 4/2/09. Claims 1-30 remain pending.

EXAMINER'S AMENDMENT

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Joseph Villeneuve (reg 37460) on 7/1/09.

The application has been amended as follows:

SEE ATTACHED LISTING OF CLAIMS

Allowable Subject Matter

3. Claims 1-5,7-23,25-30 are allowed.
4. The following is an examiner's statement of reasons for allowance: Applicants invention of generating alert messages in a message exchange network, is found to be patentable. Prior art references found to be pertinent to Applicants disclosure, either only teach minor aspects of the invention or only teach the general environment of the invention. The collective prior art, either singly or in combination, do not teach the claim limitations.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to RAMY M. OSMAN whose telephone number is (571)272-4008. The examiner can normally be reached on M-F 9-5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571) 272-4001. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Ramy M Osman/
Primary Examiner, Art Unit 2457

July 2, 2009

LISTING OF CLAIMS

1. (Currently Amended) A computer-readable storage medium having code stored thereon, the code executable by a processor to perform a computer-implemented method of operating a message exchange network, the computer-implemented method comprising:

facilitating messaging among a plurality of services, said messaging between a message sender and a message recipient involving a plurality of event categories, each event category of said plurality of event categories being associated with a different one of a plurality of stages of messaging between the message sender and the message recipient, said stages of said messaging including posting of a message from a sending one of the services directed to a receiving one of the services, routing of [[a]] the message to the receiving service, delivery of [[a]] the message to the receiving service, and response to a delivered the message by the receiving service;

detecting an error condition during messaging between ~~the a~~ message sender and ~~the a~~ message recipient involving a first message from the message sender directed to the message recipient;

associating said error condition with an identified one of said stages of said messaging;
generating an alert message indicating said error condition and said identified stage of said messaging; and
transmitting said alert message to said message recipient.

2. (Currently Amended) A computer-readable storage medium having code stored thereon,

the code executable by a processor to perform a computer-implemented method of operating a message exchange network, the computer-implemented method comprising:

facilitating messaging among a plurality of services, said messaging between a message sender and a message recipient involving a plurality of event categories, each event category of said plurality of event categories being associated with a different one of a plurality of stages of messaging between the message sender and the message recipient, said stages of said messaging including posting of a message from a sending one of the services directed to a receiving one of the services, routing of [[a]] the message to the receiving service, delivery of [[a]] the message to the receiving service, and response to a delivered the message by the receiving service;

detecting a first event during said messaging between a message sender and a message recipient;

associating said first event with a first one of said plurality of event categories, said first event category associated with an identified one of said stages of said messaging;

generating a first alert message indicating said first event and said first event category;
and

transmitting said first alert message to said message recipient.

3. (Currently Amended) A computer-implemented method of operating a message exchange network, comprising:

facilitating messaging among a plurality of services using a plurality of computing devices in the message exchange network configured to facilitate said messaging, said messaging between a message sender and a message recipient involving a plurality of event categories, each event category of said plurality of event categories being associated with a different one of a plurality of stages of messaging between message sender and message recipient, said stages of said messaging including posting of a message from a sending one of the services directed to a receiving one of the services, routing of [[a]] the message to the receiving service, delivery of [[a]] the message to the receiving service, and response to a delivered the message by the receiving service;

associating a first message generated by a message sender with a message recipient;

detecting an event associated with said first message;

associating said event with a first one of said plurality of event categories, said first event category associated with an identified one of said stages of said messaging;

generating an alert message in response to detecting said event, said alert message indicating said event and said first event category; and

transmitting said alert message to said message recipient.

4. (Previously Presented) The computer-readable storage medium of claim 1, wherein said messaging occurs via a public network.

5. (Currently Amended) The computer-readable storage medium of claim 1, wherein detecting said error condition includes:

detecting said error condition in connection with processing of [[a]] said first message generated by said message sender.

6. (Canceled)

7. (Currently Amended) The computer-readable storage medium of claim 1, wherein transmitting said alert message includes:

transmitting said alert message to said message recipient even when said first message generated by said message sender is not delivered to said message recipient.

8. (Previously Presented) The computer-readable storage medium of claim 1, wherein transmitting said alert message includes:

transmitting said alert message to said message recipient via a public network.

9. (Previously Presented) The computer-readable storage medium of claim 2, wherein said messaging occurs via a public network.

10. (Previously Presented) The computer-readable storage medium of claim 2, the computer-implemented method further comprising:

transmitting said first alert message to said message sender.

11. (Previously Presented) The computer-readable storage medium of claim 10, wherein transmitting said first alert message includes:

transmitting said first alert message to said at least one of said message sender and said message recipient via a public network.

12. (Previously Presented) The computer-readable storage medium of claim 2, the computer-implemented method further comprising:

transmitting said first alert message to a monitoring application program.

13. (Previously Presented) The computer-readable storage medium of claim 12, wherein transmitting said first alert message includes:

transmitting said first alert message to said monitoring application program via a public network.

14. (Previously Presented) The computer-readable storage medium of claim 2, the computer-implemented method further comprising:

detecting a second event during said messaging; and

associating said second event with said first event category.

15. (Previously Presented) The computer-readable storage medium of claim 14, wherein said first event and said second event correspond to different error conditions during said messaging.

16. (Previously Presented) The computer-readable storage medium of claim 14, wherein generating said first alert message includes:

generating said first alert message indicating said first event, said second event, and said first event category.

17. (Previously Presented) The computer-readable storage medium of claim 14, further comprising:

generating a second alert message indicating said second event and said first event category.

18. (Previously Presented) The computer-readable storage medium of claim 2, wherein said plurality of event categories includes a second event category, the computer-implemented method further comprising:

detecting a second event during said messaging; and

associating said second event with said second event category.

19. (Previously Presented) The computer-readable storage medium of claim 18, wherein said first event corresponds to a first error condition, and said second event corresponds to a second error condition.

20. (Previously Presented) The computer-readable storage medium of claim 18, wherein generating said first alert message includes:

generating said first alert message indicating said first event, said second event, said first event category, and said second event category.

21. (Previously Presented) The computer-readable storage medium of claim 18, further comprising:

generating a second alert message indicating said second event and said second event category.

22. (Original) The method of claim 3, wherein said event corresponds to one of a posting error, a routing error, a delivery error, a timeout error, and a message error.

23. (Currently amended) The method of claim 3, further comprising:
associating said event with a stage of processing of said first message.

24. (Canceled)

25. (Currently amended) The method of claim 23, wherein generating said alert message includes:

generating said alert message indicating said event and said stage of processing of said first message.

26. (Currently amended) The method of claim 3, wherein transmitting said alert message includes:

transmitting said alert message to said message recipient even when said first message generated by said message sender is not delivered to said message recipient.

27. (Currently Amended) A computer-implemented method of operating a message exchange network, comprising:

providing a plurality of stages of messaging between a plurality of message senders and a plurality of message recipients using a plurality of computing devices in the message exchange network configured to facilitate said messaging, said stages of said messaging including posting of a message from one of the message senders directed to one of the message recipients, routing of [[a]] the message to the one of the message recipients, delivery of [[a]] the message to the one of the message recipients, and response to a delivered the message by the one of the message recipients;

detecting an event during a messaging session between a first message sender and a first message recipient involving a first message from the first message sender directed to the first message recipient;

associating said event with an identified one of said stages of said messaging;

generating an alert message indicating said event and said identified stage of said messaging; and

transmitting said alert message to said first message recipient.

28. (Currently Amended) The method of claim 27, wherein detecting said event includes:

detecting said event during said messaging session between said first message sender and said first message recipient.

29. (Currently Amended) The method of claim 28, wherein transmitting said alert message includes:

transmitting said alert message to an application program even when said application program does not participate in said messaging session between said first message sender and said first message recipient.

30. (Currently amended) A computer-implemented method of operating a message exchange network, comprising:

associating [[a]] messages generated by [[a]] message senders with [[a]] message recipients using a plurality of computing devices in the message exchange network configured to facilitate messaging among the message senders and the message recipients;

receiving said messages₂ posted by said message senders₂ at said message exchange network, said posting involving a first stage of messaging;

routing said messages₂ to said message recipients₂, said routing involving a second stage of messaging;

delivering said messages₂ to said message recipients₂, said delivering involving a third stage of messaging;

receiving [[a]] responses₂ generated by said message recipients₂, said receiving of said responses₂ involving a fourth stage of messaging;

detecting an event associated with said a first message in the message exchange network from a first message sender directed to a first message recipient;

associating said event with an event category, said event category associated with an identified one of said ~~first, second, third, or fourth~~ stages of said messaging;

generating an alert message in response to detecting said event, said alert message indicating said event and said event category; and

transmitting said alert message to said first message recipient.